



## IT Infrastructure Committee Draft Minutes

**Wednesday, October 18, 2006**

VITA Operations Center  
110 S. 7<sup>th</sup> Street, Richmond

### Attendance

#### Members Present:

Len Pomata, Chairman  
Jim McGuirk

Dr. Mary Guy Miller

#### Members Absent:

Hiram Johnson  
Scott Pattison

#### Others Present:

Walt Kucharski, ITIB Member  
Judy Napier, Deputy Secretary of  
Technology  
Lemuel C. Stewart, Jr., CIO of the  
Commonwealth  
Fred Duball, VITA Service Management  
Organization Director

Joe Fay, Northrop Grumman Relationship  
Manager  
Jenny Hunter, VITA, Committee Staff  
Peggy Ward, VITA Chief Information  
Security & Internal Audit Officer

### Welcome and Call to Order

IT Infrastructure Committee Chairman Len Pomata called the meeting to order at 12:45 p.m. At the request of the Chairman, Committee Staff Jenny Hunter called the roll and confirmed the presence of a quorum.

### Approval of the Minutes

Mr. Pomata introduced the draft minutes from the April 5, 2006, meeting of the Committee. *Mr. McGuirk made a motion to approve the minutes as presented. The motion passed unanimously.*

### IT Infrastructure Partnership Briefing

At the request of Mr. Pomata, VITA Service Management Organization Director Fred Duball and Northrop Grumman Relationship Manager Joe Fay provided an update on the IT Infrastructure Partnership in the areas of operations, transformation and budget.

## Operations

Mr. Duball reported 567 VITA employees who received employment offers from Northrop Grumman accepted. The acceptance rate of 67 percent exceeded expectations. The employees who declined the offer or did not respond to it are VITA "managed employees," receiving technical direction from Northrop Grumman and administrative oversight by VITA.

Mr. McGuirk emphasized the importance of customer satisfaction to the success of the partnership. The Committee discussed plans for formal and informal assessments of customer satisfaction and results of numerous stakeholder meetings and outreach efforts. At the request of Mr. Pomata and with concurrence of the Committee, Mr. Duball and Mr. Fay agreed to provide customer satisfaction reports and plans as a standing agenda item at Committee meetings.

Mr. Duball provided the initial, notional order of agencies for transformation for help desk and desktop transformation. Implementation planning is underway for January 2007 for the four agencies that have agreed to be pilots, including Department of Veterans Services, Museum of Natural History, Department of Minority Business Enterprise, and Department of Criminal Justice Services.

Mr. Duball provided an update on the coverage and health of infrastructure services in the areas of end user services (help desk, messaging and desktop), data center services (servers and mainframes), network services (voice and data), and security services. Help desk is red, and is currently on track to be yellow by next quarter.

In response to questions from Dr. Miller, Mr. Duball said VITA and Northrop Grumman are collecting more metrics from agencies to increase coverage and assess health as we move through transformation projects. The partnership uses metrics to make service improvements. Mr. Duball reported the help desk metrics were used to increase staff coverage at peak times, improving service levels.

There have been 8,674 incidents since July 1. Of those, fewer than 1 percent have been critical incidents. In response to questions from Dr. Miller, Mr. Duball said he would provide definitions of "critical," "high," "medium" and "low" incidents.

## Transformation

Mr. Fay provided an overview of transformation plans for end user services, data center services, network services and security services. He said the partnership is focused on putting into place the facilities and tools to support transformation projects, such as Peregrine, the new help desk system, and the facilities in Chesterfield and Russell Counties.

Mr. Fay reported on the completed milestones from last quarter and planned milestones for the next two quarters for end user services, data center services, network services and security services.

In response to questions from Mr. McGuirk, Mr. Fay said the first factor driving the help desk centralization is completion of the Southwest Virginia Enterprise Solutions Center in late 2007. Other factors include the network, agency schedules and people.

Mr. Fay said both new facilities are on schedule. The Commonwealth Enterprise Solutions Center in Chesterfield should be watertight by December. The Southwest Virginia Enterprise Solutions Center groundbreaking is scheduled for October 27.

In response to questions from Mr. Pomata, Mr. Duball said the enterprise security operations center (ESOC) will be located at the Southwest center and the computer security incident response center (CSIRC) will be at the Chesterfield center, with redundant skill sets in both locations to back each other up.

In response to questions about security roles from Mr. McGuirk, VITA Chief Information Security & Internal Audit Officer Peggy Ward said agencies are responsible for the security of agency data. She said agencies are responsible for hiring qualified individuals. VITA assists by providing job descriptions or serving on interview panels. VITA also convenes regular meetings of agency information security officers to increase security awareness and training. She said VITA hopes to branch out into more security consulting and training in the future as a service to agencies, when staffed to do so.

In response to a question from Mr. Pomata, Mr. Duball said the Service Management Organization is responsible for security at the operations level while Ms. Ward's group handles policy.

Mr. Fay highlighted the benefits realization for economic growth, employee transition, and spend with Small, Woman- and Minority-Owned businesses.

## Budget

Mr. Duball reported on the partnership budget and finances. The Committee requested the partnership rework the slides to improve visibility into the financial health and welfare of the program. Mr. McGuirk asked the partnership to include spend for the Service Management Organization in addition to the contract with Northrop Grumman (internal and external spend). Mr. Pomata requested revised budget forecasts on a rolling basis.

In response to questions from Dr. Miller, Mr. Fay said the figures associated with retained contracts are expected to go down as more work shifts from retained contracts to Northrop Grumman contracts.

Mr. Fay provided proposed revenue impact approaches totaling between \$5.5 and \$15 million to address potential budget shortfalls this year. VITA and Northrop Grumman have reached agreement on a performance bond adjustment and changing the desktop refresh to five years. The partnership is evaluating a proposal to accelerate implementation of voice over Internet protocol (VoIP) from year five to year two.

In response to questions from Mr. Pomata, Mr. Duball said the proposed approaches for help desk and messaging and server are under review and are not likely to proceed, reducing the potential total to about \$13.5 million at the high end. He said the teams are finalizing cost impacts to narrow the potential range.

In response to questions from Mr. McGuirk, Mr. Duball said future reports on modifications to the Comprehensive Infrastructure Agreement with Northrop Grumman will note those modifications that have financial implications.

Mr. Duball reported CACI completed an initial independent verification and validation (IV&V) assessment of the partnership program. He said CACI indicated the program is at level two on the capability maturity model for program management, on a scale of zero to five. While some areas may get to level four, the overall goal is to reach level three. Mr. Duball said CACI is scheduled to conduct a follow-up review beginning November 27.

### **New Business**

There was no new business.

### **Public Comment**

There was no public comment.

### **Adjournment**

Mr. Pomata adjourned the meeting at 1:57 p.m.